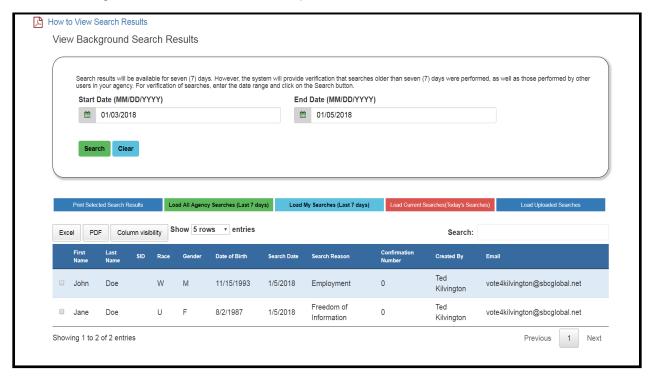


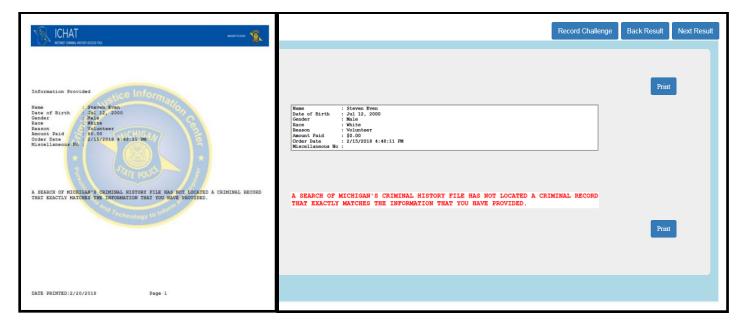
## How to view search results in the new ICHAT system

- A Registered User can access searches already ran by clicking either "View Search Results" or "Searches" located on the Main Menu.
- A Guest User can access searches already ran by entering the Confirmation Number and Order ID using the "Retrieve Search Results" option.



- After completing a Background Search order, you will be taken to the Search Results page.
- The search results page defaults to showing you your search results for the past seven (7) days.
- The completed search results are available for seven (7) days only. It is recommended that you print a copy of the results within that timeframe.
- If a copy is needed after seven (7) days, a new search must be conducted, and payment will be required.
  - After seven (7) days, you will still be able to see a list of the searches ran, but not the
    detail of the results. You can select a specific set of days to sort your search results.
  - If you are part of a registered agency, you can also see search results for others in your agency by clicking "Load All Agency Searches (Last 7 days)."
  - You can also view just the current day's searches or change the number of searches displayed.

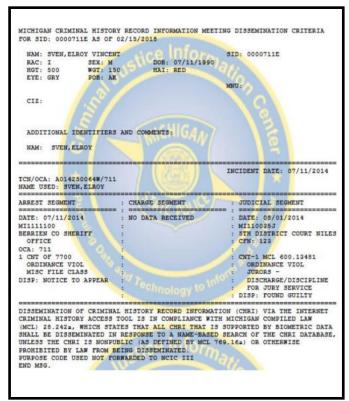
- Selecting "Column visibility", allows you to choose which columns are displayed on the screen.
- If a search did not locate a criminal history record in the criminal history database, you will see this response:



- The image on the left shows the printed version of the search results.
- The image on the right is how the results will appear on the ICHAT View Search Results screen. From here users can move to the previous or next search result or print the results.
- Click "Print" on the individual search results, to print a specific search.
- Click "Print Selected Search Results" above the list of names, all searches selected will print.
- If a search DID locate a criminal history record in the criminal history database, you will see a
  response like the image below on the View Search Results screen:









- The printed version of the search results locating a criminal history record would look the images displayed on this page.
- The criminal history record result also includes disclaimers and procedures for correcting a record.
- For questions or assistance, please contact the ICHAT Help Desk at 517-241-0606 or via MSP-CRD-ICHATHelp@Michigan.gov.